

ACS VOLUNTEER POSITION DESCRIPTION

PROGRAM: Army Emergency Relief

POSITION/TITLE: Administrative Assistant

SUPERVISOR: FIRST LINE SUPERVISOR: Army Emergency Relief Loan Officer.

SECOND LINE SUPERVISOR: ACS Volunteer Supervisor

GOAL/OBJECTIVES: To provide direct administrative support to the Army Emergency Relief and Consumer and Financial Affairs Programs.

DUTIES: Peruses files to ensure all documentation/required signatures are present; Completes letters to unit commanders, addresses envelopes, and mails letters; Completes individual case card files and file in AER/Red Cross card file box; Types labels for file folders with name, rank, SSN, and file identification number; Attaches labels on file folders; Files folders according to SOP; Types correspondence upon request; Answers phone and performs reception duties; Work may involve light physical work to include setting up and putting away tables and chairs; Volunteer may also be requested to assist with activities that may require long periods of standing, bending, lifting and stooping; Volunteer may be requested to assist during non-duty (evenings and weekends) hours, however this is not mandatory.

TIME/DRIVING REQUIREMENTS: 2-4 Hours (in 2-3 days) per week. Driving of GOV and reimbursement of POV expenses are not authorized. Regular use of a vehicle is not required

QUALIFICATIONS: Administrative knowledge; Typing skills; Communication and organizational skills.

TRAINING: Army Community Service volunteer orientation (2 hrs); On-the-job training will be provided on equipment usage, procedures, and other to be determined by Program Manager; Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

EVALUATIONS: : Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.